

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4780

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 60686

Date: 5/31/2007

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Thayer and Thelia Last: Nightingale

Account Name: Thayer and Thelia Nightingale

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: [REDACTED]

Utility Company: Wilhoit Water Company, Inc.

Division: Thunderbird

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

5/31/2007 - CORRESPONDENCE RECEIVED - OPPOSED OPINION:

RE: Docket No. W-02065A-07-0306

May 29, 2007

Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007Arizona Corporation Commission
DOCKETED

JUN -5 2007

DOCKETED BY

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RECEIVED
2007 JUN -5 A 10:03
AZ CORP COMMISSION
DOCKET CONTROL

Gentlemen:

We wish to express our opposition to the proposed extreme 100% increase in water rates in Wilhoit, Thunderbird Meadows, by the Wilhoit Water Company. We are not totally opposed to a reasonable rate hike, but this is ridiculously high, and few of the people provided water by this company seem to have much confidence that the money would really be spent to improve water service here. This company has not gained a reputation for attentive business-like responses to individual customers, or to the Walden-Meadows Community Co-Op upon which it depends for a large share of the company's resale water.

Although we know that maintenance can be expensive, most of what we have observed has been largely patchwork. A significant portion of the water loss may be caused by unrepaired leaks, and certainly attributed to repaired ones that were big enough to lose considerable water prior to repair.

Much of our water is supplied by the Walden Meadows Community Co-Op. and purchased by Wilhoit Water Company at the same rate charged the co-op members for their households, but re-sold to us at a higher rate.

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There may be a serious question regarding the second small well drilled in Thunderbird Meadows last summer, ostensibly to help solve the water shortage in this subdivision. Thus far, it has not been put in use and the reported gallons per minute may be too low to be regarded as a long term solution to the problem. Doubling rates without some assurance of sufficient water hereafter would be adding insult to injury.

If a rate increase is approved for upgrades and repairs, we would strongly urge that there be significant supervision by the responsible outside governing agency.

The average water use for our household at [REDACTED] gallons per month, so we are not speaking out in an effort to demand an unreasonable water supply. We do however feel that any increase should be coupled with a realistic assurance that sufficient water will be forthcoming.

Very truly yours,

Thayer and Thelia Nightingale

*****ALSO REFER TO ACC INQUIRY 2007-60711*****

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

6/1/2007 - CORRESPONDENCE MAILED TO CUSTOMER:

June 1, 2007

Thayer and Thelia Nightingale
[REDACTED]

RE: Wilhoit Water Company, Inc. (Thunderbird Meadows)

Dear Thayer and Thelia Nightingale:

Your letter regarding the Wilhoit Water Company, Inc ("Wilhoit") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the UNS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED
End of Comments

Date Completed: 6/1/2007

Opinion No. 2007 - 60686
